

Chief Financial Officer

FSA Administration THE PIT STOP CREW



Team Roster

Annette Abell
Vicki Banagan
James Barnard
Kimmeo Christmas
Chris Dursin
Harry Echols (DIVA.Inc.)
Bob Gilbert (accenture)

Dave Hammond
Chrissy Mancini
Michele Miles
Joanne Osborne
Bob Powers (accenture)
Christina Stoddard
Deborah Wrabley

Performance Score

FSA Results

| | 2000 | Q2-2001 | Q4-2001 | Q2-2002 | Q4-2002 | Goal |
|---|---------|---------|---------|---------|---------|----------------|
| Customer Satisfaction (Scale 1 – 100) | 72.9 | 74.2 | | | | 74.4 (2002) |
| Employee Satisfaction (Scale 1 – 5) | 3.51 | 3.74 | | | | 3.60 (2004) |
| Unit Cost | \$20.14 | \$19.57 | | | | \$16.69 (2004) |
| Integrity: Achieve a Clean Audit & Get Off the High Risk List | | | | | | |

Team Results

| | | 2000 | Q2-2001 | Q4-2001 | Q2-2002 | Q4-2002 |
|------------------------------------|--------------------------|-------------|--------------|---------|--------------|---------|
| CUSTOMER SATISFACTION | ACSI | 72.9 | 74.2 | | | |
| | Other survey | | | | | |
| EMPLOYEE SATISFACTION | | NR* | 3.09 | | | |
| UNIT COST TARGET (Budgeted) | Your Contribution | | \$.03 | | \$.02 | |
| | Other** | | | | | |

*NR = Insufficient Response-- No Score

Contributions

1. The Department is converting to a new travel management system. We are interested in examining customer impressions of the quality of service we provide during the transition from an old to new system. Therefore, a survey will be electronically disseminated to FSA Travelers who will receive travel reimbursements. We will use the customer feedback we receive from the survey to improve the travel management process. The survey will be conducted three separate times:

| | |
|-----------------------------|---------------------|
| 1 st measurement | 12/12/01 – 01/31/02 |
| 2 nd measurement | 03/18/02 – 04/30/02 |
| 3 rd measurement | 07/29/02 – 08/30/02 |

(This will affect CS, ES, and UC)

2. In order to increase efficiency, we have decided to track salary expenditures for the number of persons who process travel vs. number of completed travel documents. We will use the following formula:

$$\frac{\text{Costs of 2.25 FTE (to process travel)}}{\text{\# of travel requests processed}}$$

Measurement schedule same as above.

(This will affect UC & ES)

3. We have created a daily **Logbook** that provides data on the number of travel requests completed by FSA Administration. The logbook will be examined on 1/31/02, 04/30/02 and 08/30/02 and will capture:

| Date | Channel | Doc# | Doc Type | Amount | Date Payment Issued |
|------|---------|------|----------|--------|---------------------------|
| | | | | | |
| | | | | | |

Data analysis completion date: September 30, 2002

(This will affect UC)